Ocean & Oaktrees
CLINICAL PSYCHOLOGY

Location: ECU Business & Innovation Centre
15 Barron Parade, Joondalup, WA 6027
Mail: PO Box 355, Quinns Rocks WA 6030
Ph: (08) 6202 9560
Fax: (08) 6444 4197
Email: hello@oocp.com.au
Website: www.oocp.com.au

Six-Session Psychology Package
Terms, Conditions, Cancellation and Refund Policy

Last updated: November 2026

1. Package Overview

Ocean & Oaktrees Clinical Psychology offers a discounted six-session psychology package to support clients seeking ongoing psychological care.

The package includes:

- Six individual psychology consultations
- Standard consultation fee: $270 per session ($245 concession)
- Standard total value: $1,620 ($1,470 concession)
- Discounted package price: $1,500 ($1,350 concession)
- Total saving: $120

The package is payable in full at the time of purchase and represents a discounted rate of $20 per consultation.
All consultations remain subject to clinical suitability, professional obligations and appointment availability.

2. Payment and Bookings

Full payment of $1,500 (/$1,350 concession) is required before commencing the package.

Following purchase, clients may schedule their six consultations according to their therapeutic needs and appointment availability.

Purchasing a package does not guarantee specific appointment dates or times.
The package is intended for use by the purchasing client and is not transferable without prior written agreement.

Participation is voluntary, and purchasing the package does not require a client to complete all six consultations.

3. Appointment Cancellation and Rescheduling
We understand that circumstances can change, and clients may occasionally need to cancel or reschedule an appointment.
As our appointment schedule is typically fully booked, adequate notice is essential to allow cancelled appointments to be offered to other clients who may be awaiting psychological care.
A minimum of two full business days' notice is required for all appointment cancellations and rescheduling requests.

Two or more full business days' notice
Appointments cancelled or rescheduled with at least two full business days' notice will not incur a cancellation fee.
The session will remain available within the client's package.
Less than two full business days' notice

Where insufficient notice is provided, a cancellation fee of up to 100% of the discounted session fee ($250 / $225 concession) may apply.

Where the full fee is reasonably applicable, the appointment will be deducted from the remaining sessions in the package.
Non-attendance

Failure to attend a scheduled appointment without providing notice may result in a cancellation fee of up to $250/$225, with the applicable amount deducted from the package balance.

Calculating the notice period

Business days are Monday to Friday, excluding Western Australian public holidays. Weekends and public holidays do not count towards the notice period.
Notice must be received before the start of the two full business days preceding the appointment.

For example:

- Monday appointment: Cancellation must be received by the end of the preceding Wednesday.
- Wednesday appointment: Cancellation must be received by the end of the preceding Sunday.
- Friday appointment: Cancellation must be received by the end of the preceding Tuesday.

These examples assume there are no intervening public holidays. Cancellation requests may be submitted by email, and the time received will be used to determine the notice period.

Exceptional circumstances

We recognise that unexpected illness, emergencies and other circumstances beyond a client's reasonable control may prevent attendance.

Requests for cancellation fee waivers or reductions will be considered individually, taking into account the circumstances, the notice provided, and whether the appointment could reasonably have been filled.

Any cancellation fee applied will be reasonable and proportionate to the loss arising from the cancellation and will not be imposed where inconsistent with Australian Consumer Law.

4. Package Cancellation and Refunds

Clients may request cancellation of their package at any time by contacting Ocean & Oaktrees Clinical Psychology in writing.

Before the first appointment

If a client chooses not to proceed before attending any sessions, a full refund of the package price will be provided, less any reasonable and applicable cancellation fees for appointments cancelled at short notice.

After commencing the package

Where a client chooses to discontinue the package, a refund will be available for unused sessions, subject to any reasonable and applicable cancellation fees.

The refund will be calculated using the discounted session rate of $250/$225 concession

Refund calculation:
Refund = $1,500 − ($250 / $225 × sessions completed) − applicable cancellation fees.

Clients will not be required to repay the original package discount if they discontinue treatment early.

Refund processing

Approved refunds will ordinarily be processed within 10 business days to the original payment method, where practicable. Refund requests arising from a failure to meet consumer guarantees will be managed in accordance with Australian Consumer Law and will not be reduced by cancellation charges that are inconsistent with those rights.

5. Cancellation by Ocean & Oaktrees Clinical Psychology

If Ocean & Oaktrees Clinical Psychology needs to cancel or reschedule an appointment, the client will be offered an alternative appointment at no additional cost.

If an alternative appointment cannot be arranged within a reasonable timeframe, the client may request a refund for the affected session.

Where the practice is unable to continue providing the package, clients will be offered an appropriate refund for unused consultations.

6. Clinical Suitability and Continuation of Care
The therapeutic relationship and suitability of ongoing treatment are determined through clinical assessment and professional judgement.

Purchasing a package does not guarantee that six consultations will be clinically appropriate or that treatment will continue irrespective of clinical circumstances.

If the psychologist determines that the services are no longer appropriate or that alternative care would better meet the client's needs, this will be discussed with the client, including appropriate referral options where indicated.

Any unused sessions will be refunded where services cannot reasonably continue.

The package does not guarantee specific therapeutic outcomes.

7. Medicare and Private Health Insurance Rebates
Eligible clients may be entitled to Medicare rebates for individual consultations under an appropriate referral, subject to Medicare requirements.
Medicare rebates can only be claimed for eligible consultations actually provided, not for the upfront purchase of the package or for missed appointments.

Where applicable, clients will receive individual receipts identifying the consultation date, service provided and relevant fee for claiming purposes.

Clients cannot claim both a Medicare rebate and a private health insurance benefit for the same consultation.
Clients are responsible for confirming their eligibility and available benefits with Medicare or their private health insurer.

8. Australian Consumer Law
Nothing in this policy excludes, restricts or modifies any rights or remedies available under the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010), as applied in Western Australia.

Clients are entitled to statutory consumer guarantees, including that services will be provided with due care and skill, be reasonably fit for their disclosed purpose where applicable, and be delivered within a reasonable time.

Where these guarantees are not met, clients may be entitled to a remedy, including cancellation, refund or compensation, depending on the circumstances.

These statutory rights apply regardless of the package discount, cancellation provisions or other terms of purchase.

9. Acceptance of Terms
By purchasing the six-session psychology package, clients acknowledge that they have been given the opportunity to read and understand these terms, including the payment, cancellation and refund arrangements.

These terms should be read alongside the practice's informed consent, privacy and general service policies.

10. Contact

For appointment changes, package cancellations or refund enquiries, please contact:

Ocean & Oaktrees Clinical Psychology

Email: hello@oocp.com.au

Website: www.oocp.com.au